Page 36, line 29, replace "NETWORK" with --process--.

Page 42, line 5, delete "51".

Page 130, line 8, at the end of the line, insert --

Features shown in figure 26 may also work in different sequences and arrangements. A

In the claims

2.   (twice amended) The system of claim [43] 48 further comprising

an authoring system for use by one or more of the remote parties for managing the content of the product information and questions.

3.   (three times amended) The system of claim [43] 48 further comprising

an analyzer of results of triggered [two-way dialogs] interaction scripts received at one or more of the remote parties, and

means for controlling the taking of action with respect to the product or the user interface in response to the analyzer.

4.   (three times amended) The system of claim [43] 48 wherein the product information and questions include new interface elements and are communicated from one or more of the remote parties to the product.

5.   (twice amended) The system of claim [43] 48 wherein the user interface comprises a product module which may be disabled and enabled selectively.

7.   (three times amended) The system of claim [43] 48 wherein the [trigger] triggering element is initiated locally at

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the product.

8.   (three times amended) The system of claim [43] 48 wherein the [trigger] triggering element is initiated by one or more of the remote parties.

9 14.   (three times amended) The system of claim [43] 48 wherein the user interface comprises one or more of a display screen, a keyboard, a microphone, and a speaker.

10 16.   (twice amended) The system of claim [43] 48 wherein the [electronic] communication [mechanism] element comprises one or more of broadcast transmission, wire, or a removable memory device.

A 17.   (twice amended) The system of claim 3 wherein the analyzer analyzes [product information] results of triggered [two-way dialogs] interaction scripts received at the remote party from multiple users with respect to multiple products.

11 18.   (twice amended) The system of claim [43] 48 wherein the user interface includes a natural language component.

19.   (unamended) The system of claim 18 wherein the user interface includes multiple natural languages, selectable by the user.

13 20.   (twice amended) The system of claim [43] 48 wherein the [two-way dialogs] interaction scripts are controlled by the user.

14 21.   (twice amended) The system of claim 20 13 further comprising an element with which a user may terminate [a two-way dialog] an interaction script with the product at will.

15 22.   (twice amended) The system of claim [43] 48 wherein the user interface includes a user control for selectively enabling

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or disabling the user interface.

23. (twice amended) A method for aiding design of a product comprising

creating a first version of the product,

including with the first version an interactive user feedback element that permits [bi-directional] two-way communication between a user of the product and a designer of the product and which accumulates information on use of the product by a user, the user feedback element including a user control for selectively enabling or disabling the user feedback element,

engaging in a [an interactive] two-way communication between the user and the designer, under control of the user, including recovering the information from the user feedback element,

the two-way communication being initiated by the product based on usage [of] information accumulated at the product about use of the product by the user,

analyzing the information, and

redesigning the product in accordance with the results of the analyzing step.

24. (unamended) The method of claim 23 wherein the information includes information provided by the user with respect to problems in use of the product.

25. (unamended) The method of claim 23 wherein the information includes information provided by the user with respect to solutions to problems in use of the product.

26. (unamended) The method of claim 23 wherein the

information includes information provided by the user with respect to usability of the product.

27.. (unamended) The method of claim 23 wherein the information includes demographic marketing information about the user of the product.

28. (unamended) The method of claim 23 wherein the information includes information about the user's use patterns for the product.

29. (unamended) The method of claim 23 wherein the information includes information about business processes using the product.

30. (unamended) The method of claim 23 wherein the information includes analysis of tasks performed by the user with the product.

31. (unamended) The method of claim 23 wherein the information includes analysis of the performance of the user with the product.

32. (unamended) The method of claim 23 wherein the information includes transactions performed by the user with the product.

33. (unamended) The method of claim 23 wherein the information includes user-suggested expansion of business relationships.

34. (unamended) The method of claim 23 wherein the information includes user-suggested improvements of processes.

35. (unamended) The method of claim 23 further comprising

enabling the user to set a priority for response to information entered by the user.

36. (unamended) The method of claim 23 wherein the information recovered from the user feedback element comprises information developed in the course of interactive learning by the user.

Cancel claim 37 without prejudice.

38. (amended) The method of claim 37 23 further comprising, prior to redesigning the product,

delivering to the user via the feedback element, proposed redesigns of the product, and

recovering information about the proposed redesigns via the feedback element.

39. (unamended) The method of claim 23 further comprising

electronically sharing the information from the user feedback element with a third party.

40. (unamended) The method of claim 23 further comprising

providing a mechanism for compensating a user for information accumulated in the feedback element.

41. (unamended) The method of claim 23 further comprising

providing a mechanism for buying and selling results of the analyzing step.

42. (unamended) The method of claim 23 further comprising giving access to the feedback element to a third party.

48. (renumbered and amended) A system for use with units of a computer product that are in use respectively by different users, comprising
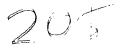
a user interface which is part of each of the units of the computer product and provides a medium for two-way local interaction between the user and the unit of the product,

[two-way dialogs] interaction scripts that mediate two-way interaction between each of the users and the corresponding unit of the product via the user interface, each of the [dialogs] interaction scripts causing information and questions about use of the unit of the product to be conveyed to the user from the unit of the product and [causing] enabling information and questions about use of the unit of the product to be conveyed from the user to the product, different ones of the [dialogs] interaction scripts being suitable for users who are at different levels of experience or functionality in using the product,

a triggering [mechanism] element arranged to trigger appropriate ones of the [two-way dialogs] interaction scripts between the user and the unit of the product based on usage information accumulated at the unit of the product about use of the unit of the product by the user,

[an electronic] a communication [mechanism] element that carries the [two-way dialogs] interaction scripts and results of triggered [two-way dialogs] interactions between the units of the products and one or more remote third parties, and

[a mechanism] a generation element that enables generation of new [two-way dialogs] interaction scripts based on

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the results of previously triggered [two-way dialogs] <u>interactions</u> occurring at more than one of the units of the product.

16 ~~49~~. (renumbered and amended) The system of claim [1] ~~48~~ in which the computer comprises software.

Cancel claims 50 and 51 without prejudice.

36 ~~52~~. (renumbered and amended) A system for use with units of a computer product that are in use respectively by different users, the system comprising

a user interface which is part of each of the units of the computer product and provides a medium for two-way local interaction between the user and the unit of the product, the user interface including a user control for selectively enabling or disabling the user interface,

[two-way dialogs] <u>interaction scripts</u> that are controlled by the user and mediate two-way interaction between each of the users and the corresponding unit of the product via the user interface, each of the [dialogs] <u>interaction scripts</u> causing product information and questions about use of the unit of the product to be conveyed to the user from the unit of the product and causing information and questions about usage of the unit of the product to be conveyed from the user to the product, different ones of the [dialogs] <u>interaction scripts</u> being suitable for users who are at different levels of experience or functionality in using the product,

a triggering [mechanism] <u>element</u> arranged to trigger appropriate ones of the [two-way dialogs] <u>interaction scripts</u> between the user and the unit of the product based on usage

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information accumulated at the product about use of the unit of the product by the user,

an electronic communication [mechanism] <u>element</u> that carries the [two-way dialogs] <u>interaction scripts</u> and results of triggered [two-way dialogs] <u>interaction scripts</u> between the units of the products and one or more remote third parties,

[a mechanism] <u>an element</u> that enables generation of new [two-way dialogs] interaction elements based on the results of previously triggered [two-way dialogs] <u>interaction scripts</u> occurring at more than one of the units of the product,

an authoring system for use by one or more of the remote parties for managing the content of the [two-way dialogs] <u>interaction scripts</u>, and

an analyzer of results of triggered [two-way dialogs] <u>interaction scripts</u> received at one or more of the remote parties from multiple users with respect to multiple products.

37/53. (renumbered and amended) A system for managing information about a value to users of units of a computer product that are in use by the users, the system comprising

in each of the units of the computer product, a user interface which provides a medium for two-way local interaction between the user and the unit of the product,

[two-way dialogs] <u>interaction scripts</u> that mediate two-way interaction between each of the users and the corresponding unit of the product via the user interface, each of the [two-way dialogs] <u>interaction scripts</u> carrying information about the value to users of using the product,

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a value information server accessible via a public communication network from each of the units of the computer product and by a vendor of the computer product, the value information server storing [two-way dialogs] _interaction scripts_ and the value information that results from the [two-way dialogs] _interaction scripts_, and

[an electronic] _a_ communication [mechanism] _element_ that carries the [two-way dialogs] _interaction scripts_ and the information that results from the [two-way dialogs] _interaction scripts_ between the units of the products and the value information server, and between the value information server and the vendor.

REMARKS

Each remark of the applicant below is preceded by a quotation of the related comments of the examiner, shown in bold small type.

2.   Misnumbered claims 43 through 48 have been renumbered as claims 48 through 53.

Applicant has renumbered the claims.

3.   Claims 2-5, 7, 8, 14, and 16-22 are objected to because they depend, directly or indirectly, from a misnumbered claim, namely claim 43, which has been renumbered as claim 48. Appropriate correction is required.

Applicant has corrected the dependencies.

4.   Claims 49-51 are objected to under 37 CFR 1.75(c), as being of improper dependent form for failing to further limit the subject matter of a previous claim. Applicant is required to cancel the claims, or amend the claims to place the claims in proper dependent form, or rewrite the claims in independent form. Claims 49 through 51 are dependent on claim 1, which has been canceled (and is therefore no longer a claim). It will be assumed for purposes of applying art in this action that claims 49 through 51 were intended to depend on claim 48 (as renumbered).

Applicant has corrected the dependencies.

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